

DEPARTMENT OF WORKFORCE  
DEVELOPMENT  
Secretary Roberta Gassman  
201 East Washington Avenue  
P.O. Box 7946  
Madison, WI 53707-7946  
Telephone: (608) 266-7552  
FAX: (608) 266-1784  
www.dwd.state.wi.us



State of Wisconsin  
Governor Jim Doyle

DEPARTMENT OF HEALTH AND  
FAMILY SERVICES  
Secretary Helene Nelson  
1 West Wilson Street  
P.O. Box 7850  
Madison, WI 53707-7850  
Telephone: (608) 266-9622  
FAX: (608) 266-7882  
www.dhfs.wisconsin.gov

TO: **Economic Support Supervisors  
Economic Support Lead Workers  
Training Staff  
W-2 Agencies**

FROM: Amy Mendel-Clemens  
Communications Section  
Bureau of Eligibility Management  
Division of Health Care Financing

**BEM/DWS OPERATIONS MEMO**

No: 05-25

DATE: 06/30/2005

FS	<input type="checkbox"/>	MA	<input type="checkbox"/>	SC	<input type="checkbox"/>
CTS	<input type="checkbox"/>	CC	<input type="checkbox"/>	W-2	<input checked="" type="checkbox"/>
FSET	<input type="checkbox"/>	EA	<input type="checkbox"/>	CF	<input type="checkbox"/>
JAL	<input type="checkbox"/>	JC	<input type="checkbox"/>	RAP	<input type="checkbox"/>
WIA	<input type="checkbox"/>	Other	EP	<input type="checkbox"/>	★

PRIORITY: HIGH

SUBJECT: **W-2 AUXILIARY PAYMENT INTERIM MONITORING REPORTS**

**CROSS REFERENCE:** W-2 Manual, IM Manual

**EFFECTIVE DATE:** July 05, 2005

**PURPOSE**

This memo provides guidance to W-2 agencies and DWS regional staff on new WEBI W-2 Auxiliary Payment interim monitoring reports developed to assist W-2 agency and DWS Regional staff monitor and identify W-2 auxiliary payments that may need review or investigation.

It is important to note that the two reports described in this memo are interim reports. Final versions of these reports will have additional information. The final versions of these reports and CARES process changes to W-2 auxiliary payment approval procedures will be published later this year.

**BACKGROUND**

In response to a Legislative Audit Bureau report, new W-2 auxiliary payment approval and monitoring processes are being established. This Operations Memo describes only the interim

W-2 auxiliary payment monitoring reports that will be used by W-2 agency and DWS regional staff until final monitoring reports and procedures can be implemented. Additional guidance will be issued later for implementation of these final monitoring reports and CARES changes.

## ***POLICY***

Until superseded by the final monitoring report process and CARES changes, W-2 agency and DWS regional staff will review the two interim monitoring reports described below once a month for their W-2 agency/consortium service areas. These reports are listings of all W-2 auxiliary payments issued within a calendar month by CARES. The data in these reports is automatically updated directly from the CARES Benefit Issuance system into WEBI by the second Monday of every month.

A monthly review should be performed to check for issuances that appear to produce a discrepancy or questionable payment for the reviewer. Some examples of questionable payments are multiple payments to a case for the same benefit month by one or more workers, or check amounts for a particular month issued to a case that exceed the monthly W-2 maximum benefit level of \$628 or \$673, depending on the W-2 placement.

There may be no information in the participation period begin and end date column for some auxiliary payments. This happens when no payment is generated by CARES for a case in a particular month and an auxiliary payment is issued in a subsequent month. An example of this is when placements are back-dated into a prior month, and the worker needs to issue an auxiliary because W-2 pull-down or the delayed cycle has already occurred.

Both of the interim reports provide payment information back to January, 2005. W-2 Agency and DWS regional staff are encouraged to compare several prior months of data to the current month's data. This comparison should help in determining any trends over time that may raise discrepancy questions.

When a discrepancy is identified, it does not necessarily mean that an improper payment has occurred. However, W-2 Agency personnel finding the case discrepancy must review the discrepancy and contact the case worker(s) as necessary to confirm that the discrepancy is not an improper or illegal payment.

If an improper payment has been made, the W-2 agency will take appropriate actions to recover the payment. If applicable, fraud prevention actions will be implemented in accordance with W-2 contract and State fraud program requirements. Regional DWS staff observing any major discrepancies will contact the W-2 agency to ensure the agency is providing follow-up review of the observed discrepancies and feedback on their findings, plus an update of applicable corrective actions taken (e.g. benefit recovery, fraud referral, etc.)

## ***DESCRIPTION OF INTERIM REPORTS***

Both interim reports provide the same payment data, however, the data is sorted two different ways. Following are the interim reports:

### **Interim W2 Auxiliary Payments Issued by Office by Worker - Details**

This report lists each office number in the left hand column. Under each office is a listing of worker IDs who issued auxiliary payments for that month to cases in that office. If no auxiliary payments were issued in an office for that month, the office will not be listed in the left hand

column. By clicking on a worker ID listed under an office number, a report will be presented showing details of all auxiliary payments made by that worker for that month.

### **Interim W2 Auxiliary Payments Issued by Office by Case - Details**

This report lists auxiliary payments for each office by case number. In the left hand column, each county number is listed, and below the county number is the list of office numbers for that county. When an office number is clicked, a report will be presented listing all of the cases that received W-2 auxiliary payments in that office in the report month. The first column of the report lists cases in numerical order. Cases that had multiple auxiliaries issued in one month will have all of those payments grouped together by case number. This makes multiple payments to a case easier to identify.

## ***PROCEDURES FOR ACCESSING INTERIM WEBI REPORTS***

W-2 Agency staff can review and print the two new WEBI interim monthly reports by using the following procedures:

1. From the DWD Workweb Home page, choose 'Applications', then 'Q-Z', then 'Web Intelligence'. This takes you to the WEBI Logon page. Add this to your 'Favorites' for easy access later.
2. Login into WEBI using your WIEXT (or WAMS for DWD staff) DWD Logon ID and password.
3. At the WEBI Home Page, choose 'Corporate Documents'.
4. Click on the 'Category' dropdown list at the top of the web page, and then scroll all the way down to 'WWP – All Reports'. This brings up reports listing W-2 payment information.
5. The two interim monitoring reports will be listed near the bottom as:
  - WWP – W-2 Auxiliary Payments Issued by Office, By Case – Details
  - WWP – W-2 Auxiliary Payments Issued by Office, By Worker – Details

If you are initially unable to see the new interim reports, try clicking on '**Refresh List**' in the upper right-hand side of the web page.

If you should have any questions about how to obtain access to the DWD Workweb or these WEBI reports, please contact the DWD Help Desk at (608) 266-7252 for further assistance.

## ***FUTURE PLANNED CARES CHANGES AND FINAL WEBI REPORTS***

Some minor changes to CARES processes for requesting and approving a W-2 auxiliary payment are planned. Once all CARES W-2 auxiliary payment changes are completed, issuing an auxiliary payment will require two separate workers. One worker must request the payment and another worker must approve the request. Information on how W-2 agencies can establish their authorized W-2 auxiliary payment approval workers and on specific CARES changes will be provided in follow-up memos.

The final versions of these WEBI reports will have two more data elements. The first will be the case status, indicating if the case that received the auxiliary payment is open or closed. The other data element will be the auxiliary payment approval worker ID.

## **CONTACTS**

BEM CARES Information & Problem Resolution Center

★Program Categories – FS – FoodShare, MA – Medicaid, SC – Senior Care, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – Food Stamp Employment and Training, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC - Job Center Programs, RAP – Refugee Assistance Program, WIA – Workforce Investment Act, Other EP – Other Employment Programs.

DWD/DWS/BW2/BP  
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